

Frequently Asked Questions



1 What is DTSigner and what does it do?

DTSigner is a simple and intuitive cloud-based software-as-a-service, also available on-premise, that allows you to electronically sign and share documents online, without pen, paper or fax and is accessible from anywhere at any time. DTSigner is integrated with UAE PASS making it easier for stakeholders (internal or external to the organisation) to sign documents electronically with the capability for legal recognition in the UAE.

2 Is signing, scanning and emailing documents safe?

Electronic contracts have the capability to be significantly safer and more secure than paper contracts while being legally recognised. If a document has been scanned and emailed, how do you know it's been signed by the right person and not a fraudulent party? Having an approved signing service like DTSigner solves this problem.

DTSigner is an efficient, modern way to sign documents quickly, while ensuring their validity and legality. The platform provides a reliable, independent method for ensuring the integrity of your documents. Not only is using DTSigner easier than individually emailing and scanning documents, it's faster and more efficient too. It also lets you track the signatures added to your documents and ensure they are valid.

3 Do you need a Digital Signature Certificate?

A Digital Certificate from a trusted provider, has many powerful capabilities e.g. you can use certificates to encrypt information such that only the intended recipient can read it; you can digitally sign information to assure the recipient(s) that it has not been changed in transit; and also verify the identity of the sender of the message. Through these capabilities, a digital certificate from a trusted provider can provide parties to online transactions with a high level of security and assurance.

Digital Certificates are trusted for legally recognised digital signatures when issued through licensed Certification Authorities (CAs), such as DigitalTrust. DigitalTrust is licensed as a Certification Authority by the UAE Telecommunications and Digital Government Regulatory Authority to operate the UAE National PKI and provide trusted digital signature services to meet individual as well as organisational needs.

4 Are contracts executed online legally valid and binding?

Documents executed online with qualified digital signatures are legally valid and have the same legal standing as paper documents with a hand written signature. DTSigner’s technology is in full compliance with the existing UAE e-Commerce Law (UAE Federal Law No. 1 of 2006), Qualified Certificates defined via the UAE Certificate Policy (CP) and other digital signature standards. DTSigner is also implemented in alignment with the new UAE Electronic Transactions and Trust Services Law (UAE Federal Law No. 46 of 2021), and anticipated to be certified under the corresponding regulations that come into effect from January 01, 2023. Using DTSigner to execute documents gives users the highest assurance available today in the UAE and ensure future compliance to emerging standards, laws and technology.

5 Who can use this service?

DTSigner is ideal for individuals, small and medium businesses, freelancers, designers, developers, attorneys, contractors, schools, non-profit organisations, and many more. DTSigner is simple enough for individual professionals and powerful enough for enterprise demands. If your work requires digitally signed documents, you need DTSigner.

6 What are the different DTSigner subscription plans?

Each plan is unique with its features as outlined below.

In the Enterprise Plan, the DTSigner Cloud option provides the most functionality (an on-premise option version is also an available option). Also, You can upgrade your plan at any time. For cancellation or downgrading of plans you need to [contact us](#).

ESSENTIAL	ADVANCED	PROFESSIONAL	ENTERPRISE
BUY	BUY	BUY	Need more users or features? Contact Us
<ul style="list-style-type: none"> Unlimited Signatures Basic Workflow Setup DTSigner Branded eSignatures Digital Signatures Document Tracking Document Expiry Offline Signing Audit Logs Multi user Sequential/Parallel Signing Flexi Forms 	<p>Same as ESSENTIAL and ...</p> <ul style="list-style-type: none"> Delegated Signing Analytics and Reporting Mobile App 	<p>Same as ADVANCED and ...</p> <ul style="list-style-type: none"> ERP/CRM Connectors Availability API Integrations Availability Co-branded Organisation eSignature Individual eSignature Certificates per User 	<p>Same as PROFESSIONAL and ...</p> <ul style="list-style-type: none"> Advanced Recipient Types HSM Integration Enterprise Deployments Co-Branding
LEARN MORE	LEARN MORE	LEARN MORE	LEARN MORE

7 Do external recipients need to have a DTSigner account?

Recipients of your documents external to your organisation do not need an account with DTSigner to participate in a workflow as a reviewer or signer. An invitation to review or sign your document will be sent via email from DTSigner making it very easy to invite others to participate in the workflow, including advanced options where enabled, that permit authentication and signing with UAE PASS.

8 What levels of support does DTSigner offer?

DTSigner offers support options including FAQ's, Chat and Email Support. For Enterprise Accounts, support levels can be customised for your needs.

DTSigner supports the following browsers – Microsoft Edge, Firefox, Google Chrome, Opera, Safari.

9 How secure and confidential are your documents and information?

Your security and confidentiality is our topmost priority and DTSigner is protected using the same processes utilised for the National Public Key Infrastructure which is rated to Top Secret level. All the communications and exchange of data with DTSigner, ensures data is encrypted in transit and at rest in accordance with the aforementioned security posture. For more information, read our [Privacy Policy](#).

We Are DigitalTrust

Connect with us

